

Enterprise Incident Report December 2012

As of 1/2/2013

AGRC

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents				
			Bottom Number - First Contact Resolution				
			Critical	High	Low	Medium	FCR Total
AGRC	Application Services	Martin Gonzalez	0	0	1	0	1
			0	0	1	0	1
		Assigned to Individual Total	0	0	1	0	1
	Capitol Desktop Support	Brian Bintz	0	0	2	0	2
			0	0	0	0	0
		Joshua Furgason	0	0	1	0	1
			0	0	1	0	1
		Scott Wunderlich	0	0	1	0	1
			0	0	0	0	0
		Tom Hanson	0	0	2	0	2
			0	0	2	0	2
		Assigned to Individual Total	0	0	6	0	6
			0	0	3	0	3
	Capitol Hosting	Danny Black	0	0	0	1	1
			0	0	0	0	0
		Jake Vandenberghe	0	0	0	1	1
			0	0	0	0	0
		Mycah Mattox	1	0	0	0	1
			0	0	0	0	0
		Assigned to Individual Total	1	0	0	2	3
			0	0	0	0	0

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			Critical	High	Low	Medium	FCR Total
AGRC	Database Services	Mark Gunderson	0 0	1 0	0 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	0 0	1 0
	Metro D Desktop Support	Koung Heng	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	0 0	1 0
	Metro D Help Desk	Doug Brown	0 0	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	0 0	1 1	0 0	1 1
	Network Operations	Dave Bodily	0 0	0 0	1 0	0 0	1 0
		Jeff Reed	0 0	0 0	3 0	0 0	3 0
		Jesse Fausett	0 0	1 0	0 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	4 0	0 0	5 0
	Voice Operations	Romanza Hamblin Sorensen	0 0	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	0 0	1 1	0 0	1 1
	Assigned Group Total		1 0	2 0	14 6	2 0	19 6
	Customer Company Total			1 0	2 0	14 6	2 0

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents				
			Bottom Number - Missed Initial Response				
			Critical	High	Low	Medium	MIR Total
AGRC	Application Services	Martin Gonzalez	0	0	1	0	1
			0	0	1	0	1
		Assigned to Individual Total	0	0	1	0	1
	Capitol Desktop Support	Brian Bintz	0	0	2	0	2
			0	0	0	0	0
		Joshua Furgason	0	0	1	0	1
			0	0	0	0	0
		Scott Wunderlich	0	0	1	0	1
			0	0	0	0	0
		Tom Hanson	0	0	2	0	2
			0	0	0	0	0
		Assigned to Individual Total	0	0	6	0	6
	Capitol Hosting	Danny Black	0	0	0	1	1
			0	0	0	0	0
		Jake Vandenberghe	0	0	0	1	1
			0	0	0	0	0
		Myciah Mattox	1	0	0	0	1
			0	0	0	0	0
		Assigned to Individual Total	1	0	0	2	3
			0	0	0	0	0

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			Critical	High	Low	Medium	MIR Total
AGRC	Database Services	Mark Gunderson	0	1	0	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	1	0	0	1
			0	0	0	0	0
	Metro D Desktop Support	Koung Heng	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	1	0	1
			0	0	0	0	0
	Metro D Help Desk	Doug Brown	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	1	0	1
			0	0	0	0	0
	Network Operations	Dave Bodily	0	0	1	0	1
			0	0	1	0	1
		Jeff Reed	0	0	3	0	3
			0	0	0	0	0
		Jesse Fausett	0	1	0	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	1	4	0	5
			0	0	1	0	1
	Voice Operations	Romanza Hamblin Sorensen	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	1	0	1
			0	0	0	0	0
Assigned Group Total			1	2	14	2	19
			0	0	2	0	2
Customer Company Total			1	2	14	2	19
			0	0	2	0	2

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours				
			Critical	High	Low	Medium	ATTIR Total
AGRC	Application Services	Martin Gonzalez	0 0.00	0 0.00	1 70.07	0 0.00	1 70.07
		Assigned to Individual Total	0 0.00	0 0.00	1 70.07	0 0.00	1 70.07
	Capitol Desktop Support	Brian Bintz	0 0.00	0 0.00	2 0.05	0 0.00	2 0.05
		Joshua Furgason	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Scott Wunderlich	0 0.00	0 0.00	1 0.53	0 0.00	1 0.53
		Tom Hanson	0 0.00	0 0.00	2 0.08	0 0.00	2 0.08
		Assigned to Individual Total	0 0.00	0 0.00	6 0.13	0 0.00	6 0.13
	Capitol Hosting	Danny Black	0 0.00	0 0.00	0 0.00	1 0.08	1 0.08
		Jake Vandenberghe	0 0.00	0 0.00	0 0.00	1 0.08	1 0.08
		Mycah Mattox	1 0.07	0 0.00	0 0.00	0 0.00	1 0.07

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			Critical	High	Low	Medium	ATTIR Total
AGRC	Capitol Hosting	Assigned to Individual Total	1 0.07	0 0.00	0 0.00	2 0.08	3 0.08
	Database Services	Mark Gunderson	0 0.00	1 0.28	0 0.00	0 0.00	1 0.28
		Assigned to Individual Total	0 0.00	1 0.28	0 0.00	0 0.00	1 0.28
	Metro D Desktop Support	Koung Heng	0 0.00	0 0.00	1 0.68	0 0.00	1 0.68
		Assigned to Individual Total	0 0.00	0 0.00	1 0.68	0 0.00	1 0.68
	Metro D Help Desk	Doug Brown	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
	Network Operations	Dave Bodily	0 0.00	0 0.00	1 1.23	0 0.00	1 1.23
		Jeff Reed	0 0.00	0 0.00	3 0.37	0 0.00	3 0.37
		Jesse Fausett	0 0.00	1 0.00	0 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	4 0.59	0 0.00	5 0.47
	Voice Operations	Romanza Hamblin Sorensen	0 0.00	0 0.00	1 0.19	0 0.00	1 0.19
		Assigned to Individual Total	0 0.00	0 0.00	1 0.19	0 0.00	1 0.19
	Assigned Group Total		1 0.07	2 0.14	14 5.29	2 0.08	19 3.93

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	Critical	High	Low	Medium	ATTIR Total
Customer Company Total	1 0.07	2 0.14	14 5.29	2 0.08	19 3.93

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents				
			Bottom Number - Missed Resolution				
			Critical	High	Low	Medium	MR Total
AGRC	Application Services	Martin Gonzalez	0	0	1	0	1
			0	0	1	0	1
		Assigned to Individual Total	0	0	1	0	1
	Capitol Desktop Support	Brian Bintz	0	0	2	0	2
			0	0	0	0	0
		Joshua Furgason	0	0	1	0	1
			0	0	0	0	0
		Scott Wunderlich	0	0	1	0	1
			0	0	0	0	0
		Tom Hanson	0	0	2	0	2
		0	0	0	0	0	
	Capitol Hosting	Danny Black	0	0	0	1	1
			0	0	0	0	0
		Jake Vandenberghe	0	0	0	1	1
			0	0	0	0	0
		Mycah Mattox	1	0	0	0	1
		0	0	0	0	0	
Assigned to Individual Total		1	0	0	2	3	
	0	0	0	0	0		

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			Critical	High	Low	Medium	MR Total
AGRC	Database Services	Mark Gunderson	0	1	0	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	1	0	0	1
			0	0	0	0	0
	Metro D Desktop Support	Koung Heng	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	1	0	1
			0	0	0	0	0
	Metro D Help Desk	Doug Brown	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	1	0	1
			0	0	0	0	0
	Network Operations	Dave Bodily	0	0	1	0	1
			0	0	0	0	0
		Jeff Reed	0	0	3	0	3
			0	0	0	0	0
		Jesse Fausett	0	1	0	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	1	4	0	5
			0	0	0	0	0
	Voice Operations	Romanza Hamblin Sorensen	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	1	0	1
			0	0	0	0	0
Assigned Group Total			1	2	14	2	19
			0	0	1	0	1
Customer Company Total			1	2	14	2	19
			0	0	1	0	1

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours				
			Critical	High	Low	Medium	ATTR Total
AGRC	Application Services	Martin Gonzalez	0 0.00	0 0.00	1 70.17	0 0.00	1 70.17
		Assigned to Individual Total	0 0.00	0 0.00	1 70.17	0 0.00	1 70.17
	Capitol Desktop Support	Brian Bintz	0 0.00	0 0.00	2 0.35	0 0.00	2 0.35
		Joshua Furgason	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Scott Wunderlich	0 0.00	0 0.00	1 0.53	0 0.00	1 0.53
		Tom Hanson	0 0.00	0 0.00	2 3.26	0 0.00	2 3.26
		Assigned to Individual Total	0 0.00	0 0.00	6 1.29	0 0.00	6 1.29
	Capitol Hosting	Danny Black	0 0.00	0 0.00	0 0.00	1 0.14	1 0.14
		Jake Vandenberghe	0 0.00	0 0.00	0 0.00	1 0.18	1 0.18
		Mycah Mattox	1 0.13	0 0.00	0 0.00	0 0.00	1 0.13

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			Critical	High	Low	Medium	ATTR Total
AGRC	Capitol Hosting	Assigned to Individual Total	1 0.13	0 0.00	0 0.00	2 0.16	3 0.15
	Database Services	Mark Gunderson	0 0.00	1 0.35	0 0.00	0 0.00	1 0.35
		Assigned to Individual Total	0 0.00	1 0.35	0 0.00	0 0.00	1 0.35
	Metro D Desktop Support	Koung Heng	0 0.00	0 0.00	1 1.67	0 0.00	1 1.67
		Assigned to Individual Total	0 0.00	0 0.00	1 1.67	0 0.00	1 1.67
	Metro D Help Desk	Doug Brown	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
	Network Operations	Dave Bodily	0 0.00	0 0.00	1 1.78	0 0.00	1 1.78
		Jeff Reed	0 0.00	0 0.00	3 2.49	0 0.00	3 2.49
		Jesse Fausett	0 0.00	1 0.64	0 0.00	0 0.00	1 0.64
		Assigned to Individual Total	0 0.00	1 0.64	4 2.31	0 0.00	5 1.98
	Voice Operations	Romanza Hamblin Sorensen	0 0.00	0 0.00	1 0.40	0 0.00	1 0.40
		Assigned to Individual Total	0 0.00	0 0.00	1 0.40	0 0.00	1 0.40
	Assigned Group Total		1 0.13	2 0.50	14 6.37	2 0.16	19 4.77

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	Critical	High	Low	Medium	ATTR Total
Customer Company Total	1 0.13	2 0.50	14 6.37	2 0.16	19 4.77

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Detail

INC000000618379	Matt Peters	Network	Performance	None		TIR Missed: No	0.76
	Network Operations	Jeff Reed	AGRC	Low	Closed	TTR Missed: No	5.38
INC000000619070	Cindy Clark	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Capitol Desktop Support	Brian Bintz	AGRC	Low	Closed	TTR Missed: No	0.55
INC000000619080	Bert Granberg	None	None	None		TIR Missed: No	0.00
	Network Operations	Jesse Fausett	AGRC	High	Closed	TTR Missed: No	0.64
INC000000619082	Scott T Davis	Server	Error	None		TIR Missed: No	0.28
	Database Services	Mark Gunderson	AGRC	High	Closed	TTR Missed: No	0.35
INC000000619437	Michael Foulger	Network	None	McAfee Firewall		TIR Missed: No	0.36
	Network Operations	Jeff Reed	AGRC	Low	Closed	TTR Missed: No	2.02
INC000000621723	Matt Peters	Server	None	None		TIR Missed: No	0.08
	Capitol Hosting	Danny Black	AGRC	Medium	Closed	TTR Missed: No	0.14
INC000000622214	Cindy Clark	None	None	None		TIR Missed: No	0.68
	Metro D Desktop Support	Koung Heng	AGRC	Low	Closed	TTR Missed: No	1.67
INC000000623331	Keaton Walker	Application	Error	Gmail		TIR Missed: Yes	70.07
	Application Services	Martin Gonzalez	AGRC	Low	Resolved	TTR Missed: Yes	70.17
INC000000624987	Michael Foulger	None	None	None		TIR Missed: No	0.07
	Capitol Hosting	Mycah Mattox	AGRC	Critical	Closed	TTR Missed: No	0.13
INC000000625125	Matt Peters	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.10
	Capitol Desktop Support	Brian Bintz	AGRC	Low	Closed	TTR Missed: No	0.16
INC000000626710	Scott T Davis	None	None	None		TIR Missed: No	0.00
	Network Operations	Jeff Reed	AGRC	Low	Resolved	TTR Missed: No	0.08
INC000000627123	Cindy Clark	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	AGRC	Low	Resolved	TTR Missed: No	0.00
INC000000627171	Sean Fernandez	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Joshua Furgason	AGRC	Low	Resolved	TTR Missed: No	0.00
INC000000627574	Scott T Davis	Network	None	Active Directory		TIR Missed: No	0.53
	Capitol Desktop Support	Scott Wunderlich	AGRC	Low	Resolved	TTR Missed: No	0.53
INC000000627775	Matt Peters	PC/Laptop	Error	None		TIR Missed: No	0.16
	Capitol Desktop Support	Tom Hanson	AGRC	Low	Resolved	TTR Missed: No	3.11
INC000000628037	Zachary Beck	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	AGRC	Low	Resolved	TTR Missed: No	3.40

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INC000000629510	Scott T Davis	Server	Error	None		TIR Missed: No	0.08
	Capitol Hosting	Jake Vandenberghe	AGRC	Medium	Resolved	TTR Missed: No	0.18
INC000000629630	Matt Peters	Telecom	None	None		TIR Missed: No	0.19
	Voice Operations	Romanza Hamblin Sorensen	AGRC	Low	Resolved	TTR Missed: No	0.40
INC000000630343	Scott T Davis	Network	Error	None		TIR Missed: Yes	1.23
	Network Operations	Dave Bodily	AGRC	Low	Resolved	TTR Missed: No	1.78